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Accreditations







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About Us

1st Compucare is an IT hygienist company based in London, specialising in the cleaning of IT equipment and data centre environments. Established in 1980 and having evolved from a maintenance company, we have provided and maintained a reputation for operational excellence in our specialist field of service.

Specialist cleaning of your IT equipment, PCs and Data Centre environments helps safeguard your business, reducing the risk of outage or downtime and the high cost of business interruption. 1st Compucare are one of the few companies in London, that are able to provide the specialist expertise and highly trained staff needed to safely clean and protect sensitive and expensive IT hardware.

Listed below are some of the key reasons why we have remained the 1st choice for specialist computer cleaning for businesses in London and the home counties.

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1st for Quality

1st Compucare have been accredited with the industry's highest quality standard certification ISO 9001:2008; assuring utmost professionalism in service and management of the company. Our policy is to maintain a reputation for operational excellence by providing services that are competitive, professional and proficient, yet remaining personal in recognising each individual client's requirements. Cleaning technicians are supervised on site at all times by more senior personnel and upon completion of treatments; a quality inspection is conducted to ensure our clients' complete satisfaction.

1st for Maintenance

1st Compucare, evolved from computer maintenance company OMM, which is one of the country's leading maintenance companies. As a consequence any maintenance requirements and contractual obligations are met with a unique maintenance cover.

1st for Service

1st Compucare's proactive approach to maintaining a high standard of service, has placed us at the forefront of our profession as a service provider to the IT industry. As part of our commitment we offer a comprehensive range of cleaning programmes for IT equipment and data centres. All our cleaning services are flexible and are conducted without interruption to your business.

1st for Training

1st Compucare has a thorough knowledge of its profession and is committed to constant and extensive research, in order to ensure our service is the best available. As part of our personnel selection process contract controllers and certified cleaning technicians are fully trained, and regularly re-trained thereafter as to provide up to date cleaning skills, and full conversance with the latest in IT equipment and data centre environments. Team members are regularly checked and vetted by "Disclosure Scotland" as to ensure that our clients' high security standards are thoroughly met.

1st for Health and Safety

1st Compucare ensure that all services provided are compliant with the current national Health & Safety regulations. Our service provides professional application of anti-bacterial cleaning solutions, in strict adherence to the Control of Substances Hazardous to Health (COSHH) regulations, as outlined by Health and Safety Executive. All mandatory health and safety requirements can be integrated into provided services.

Why does your Business need Specialist IT Cleaning?

In these times of economic downturn, it's understandable that many businesses have decided to relinquish specialist IT cleaning services, in an effort to cut down overheads and reduce company expenses.

1st Compucare believe that foregoing the need for specialist IT cleaning, will have the opposite effect and cause your business to pay a comparatively greater expense in staff absenteeism. This is due to the fact that without regular cleaning of IT equipment, staff are left prone to being infected with minor illnesses such as coughs, colds and the common flu. According to the office for national statistics, in 2011 alone 131 million days were lost due to preventable minor illnesses such as coughs, colds and flu.

Hiring 1st Compucare's specialist IT cleaning service ensures complete decontamination of your IT equipment and data centre environments, protecting your staff from the risk of falling ill due to infection. This in effect reduces the cost your business would otherwise have to pay in sick leave and temporary replacement staff, if failing to address specialist cleaning requirements.

Benefits 1st Compucare ' s IT Hygienist Service will bring to your company.

Improved Productivity

Unsanitary IT equipment can be a hindrance for employees, undermining their ability to reach deadlines due to being slowed down by faulty equipment. Hiring our IT hygienist services on a continued basis, will ensure proper function and performance of equipment, enabling employees to reach their deadlines unhindered.

Health & Safety Compliance

Regular sanitation of your IT equipment can help your business towards complying to national health and safety regulation. According to EU directive 90/270/EEC it is obligatory for employers to diagnose their workstations, in order to assess any potential risks that may undermine the health and safety of workers.

Particular note is given to the possibility of eye strain for workers using display monitors, proper sanitation of monitors ensures clarity of the screen and decreases the probability of the users suffering eye strain. Our services can be customised to suit client's specific requirements for meeting their health and safety obligations.

Reduced Staff Absenteeism

Minor illnesses such as the cough, cold and flu are the predominant reason for staff sickness in the UK. Decontamination of equipment makes sure that contagious viral microbes don't spread and infect employees, significantly reducing absenteeism especially during the cold and flu season. Specialist hygienist services also help prevent employees' from experiencing headaches, nausea and eyestrain which are often attributed to unsanitary display monitors. Reduction in staff absenteeism greatly reduces costs that would be paid in sick pay and temporary staff.

Staff Morale

Hiring specialist sanitation of office equipment conveys to employees that you prioritise their health and well being; this can help promote positive morale amongst employees. It is in the best interest of employers to ensure the happiness of staff, as there is a direct correlation between staff well being and staff productivity. Making sure employees are happy also prevents stress related illnesses, which surveys conducted by the Confederation of British Industry and the Office of National Statistics conclude as being one of the leading causes to staff absenteeism.

Extended Longevity of Equipment

Overtime equipment accumulates particulate matter such as dust and debris, which causes overheating, data corruption, decreased longevity, impaired performance and down time.1st Compucare thoroughly decontaminate equipment, ensuring optimum performance, longevity and preventing equipment from becoming unusable, saving money from being spent on replacement hardware.

Company Aesthetics

A routine hygiene service keeps equipment looking brand new and freshly scented, this helps give a professional image to clients and visitors frequenting the office. Neglecting hygiene of equipment connotes lack of care and pride in your company, which can dilute trust between you and your clients.

Freed Resources

Dirty equipment is liable to failure, support departments are often called upon to troubleshoot and repair faulty equipment. Regular sanitation of equipment lessens minor problems such as stuck input keys or a sluggish mouse and frees up time for support departments to focus on more important problems.

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Specialist IT Hygienist Services

Personal Computers and IT devices are ubiquitous in modern offices, it's imperative that preventative cleaning services are implemented as to counter against the threat contamination can have on your staff and IT equipment.

PCs and IT devices are particularly vulnerable to becoming contaminated with hazardous particulates, this is because electronically powered equipment generates a static field, that magnetically attracts particulate matter in the air, causing the equipment to accumulate large deposits of PM such as dust and debris.

Dust and debris can severely impact the stability and performance of IT hardware, which causes equipment to run slower and overheat, effectively reducing the longevity equipment.



PCs and IT equipment are not exclusively plagued by contamination of dust and debris, viral microbes can also cause contamination via the unclean hands of staff; viral microbes are contagious and can be spread among all members of staff who make contact with the contaminated equipment thereafter, causing many staff to become absent from work.

1st Compucare's IT hygienist service employs preventative methods, by means of anti-bacterial/anti-static COSHH approved agents that work to eliminate all forms of contamination, protecting the stability and performance of IT equipment and users.

Specialist IT hygienist services are extended across a broad range of IT peripherals, extensive research is conducted, as to keep up to date with the latest technologies as they're introduced into the workplace.

Computer Keyboard Cleaning

According to laboratory tests conducted by several leading universities, the typical keyboard consists of four hundred times more bacteria than the standard toilet seat.



Particles of food trapped in between input keys have been found to be carrying multiple strains of bacteria such as MRSA, E-Coli, C-Difficile, Hepatitis A, B, C, swine and bird flu.

1st Compucare's cleaning operatives, take time to meticulously brush in between the input keys in order to remove lodged particles. Once all the particles are removed from within the keyboard, operatives apply an anti-bacterial cleaning formula to micro fibre cloths, and carefully wipe the keyboard down.

The anti-bacterial formula that 1st Compucare deploys is COSHH approved, and works to decontaminate the keyboard equipment, eradicating all bacteria present preventing users from becoming infected. Removal of dirt and debris in between keys, results in far more responsive inputting, which allows users to be more efficient and quicker when typing.

Monitor Cleaning



1st Compucare understand that monitors are easily vulnerable to damage, it's essential special care is taken when cleaning them. All members of our service team are fully trained and well versed in safely cleaning a wide range of different monitor types, including but not limited to TFTs, LCDs, LEDs and Plasmas.

Monitors are particularly susceptible to the accumulation of dust particles over time; this is mainly due to electro magnetism generated by the monitors when they're switched on. The differing polarity between negatively charged monitors and positively charged dust particulates causes dust particles to magnetically cling to the surface of monitors.

Monitors are wiped clean with anti-static and lint free cloths, effectively removing all traces of dust and neutralising static build up from the monitor's surface, leaving monitors sparking clean and smear free.

Left unclean monitors can implicate the health and safety of staff, evidence suggests that users looking at monitors for prolonged hours can experience eyestrain. According to the EU directive 90/270/EEC, it is obligatory for employers to diagnose their monitors, in order to prevent harm to the eyesight of workers.

Printer Cleaning

Printers are integral to modern offices and are subjected to extensive use on a daily basis, as a consequence they tend to malfunction, more than once throughout the duration of their lifetime. Overtime It's common for particles of toner, paper and dust to accumulate inside printers, without removal of these particles, printers inevitably suffer from technical problems and print errors.

Our cleaning operatives are fully conversant with the internal mechanisms of printers, and are careful not to cause damage to any fragile components. Services provided are cleaning of the printer head, paper feed rollers, belt and toner cartridges. These services prevent common printer problems, such as paper jams and print errors.

Routine cleaning of printer equipment, is necessary in order to maintain optimal functioning of the equipment, as printers are highly likely to experience faults if not comprehensively cleaned inside and out.



Photocopier Cleaning

Photocopier cleaning is an essential service for the contemporary workplace, if left neglected photocopiers are easily prone to malfunction and failure.

Our service makes certain that all glass surfaces are wiped clean and disinfected, preventing smear marks from ruining photocopied work.

Particular attention is spent on the toner reception areas which are thoroughly vacuumed, ensuring that all toner residue and dust is removed. Internal components, such as the drum of toner and fuse, which are the parts that connect to the paper ensuring equipment are thoroughly decontaminated as to ensure failure and print errors.

Routine maintenance of photocopiers and scanners, improves the life expectancy of the equipment and prevents money being wasted on troubleshooting and expensive repairs.



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Fax Cleaning



1st Compucare provide comprehensive fax cleaning for all facsimile equipment. Operatives take special care when cleaning the transport rollers, because it is common for particles of paper to become trapped in-between the rollers.

Trapped particles of paper are removed and rollers are sanitised with isopropyl; this eliminates all traces of dust and debris. Failure to remove trapped particles between the transport rollers, cause fax transmissions to be prone to error and failure.

In the circumstance of heavily contaminated paper feeds and transport rollers, cleaning sheets can be utilised in order to remove built up paper-flash and contaminants. These cleaner sheets will clear the paper feed and transport rollers within the fax machine, consequently extending the life of toner and ink cartridges.

The outer casing of the fax machines are cleansed with anti-bacterial cleaning treatments, decontaminating the equipment making it safe for staff to use. It's essential that fax machines are cleaned frequently, to ensure that important documents are successfully transmitted.

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Telephone Cleaning

It was found that office workers are exposed to more germs from their telephones than toilet seats. According to research telephones can hold up to 25,127 per square inch, by contrast the average toilet seat contains 49 microbes per square inch.

This is why it's imperative to enlist a routine telephone cleaning service, because if neglected telephones can become breeding grounds for contagious viruses, and put staff under high risk of becoming infected.

1st Compucare use antibacterial cleaning agents that are formulated to completely eradicate dangerous bacteria, spores and viruses; leaving telephones and head-sets sterilised and freshly scented.



Contagious viruses are often directly transferred from the unclean hands of staff, to telephone handsets that they use on a daily basis. If preventative IT cleaning is not undertaken, viruses will rapidly spread amongst staff

Many of our existing clients have noticed an influx of staff sickness during the cold and flu season. The low cost of telephone cleaning, enables our clients to increase the frequency of their telephone cleaning schedule, in order to effectively counteract outbreaks of influenza and viruses during the flu season.

Laptop Cleaning

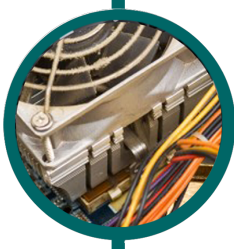
Laptops are more severely impacted by the effects of trapped dust and debris compared to desktop base units, due to the fact that there is less space inside.



Dust and debris can easily find its way into the interior of laptop cases and coat hardware components, this causes hardware to become unstable and overheat. As a consequence internal fans are forced to run faster and more often, which reduces the duration of battery life.

Our cleaning operatives are trained to carefully remove any dust and debris in between input keys, vents and internal fans. Ensuring optimum cooling performance and thus increased reliability of hardware.

Internal Computer Cleaning



It’s common for particulate matter such as dust and debris, to be carried into the internals of PC base units and data communication cabinets, through the airflow created by intake fans. Once inside dust and debris coats internal components, covering metal surfaces and clogging the empty space between the fins of heat sinks, diminishing the dissipation of heat and interrupting the outward flow of warm air.

The accumulation of dust inside computer equipment causes critical components such as microprocessors and memory banks to retain heat. In attempt to keep hardware within normal operating temperatures, automatically controlled system fans raise their speed, this causes the fans to generate more noise and shortens their longevity.

Due to the contamination, system fans struggle too meet the increased cooling demands, causing hardware to overheat and become unstable. An additional risk of dust contamination, is electronic static discharge, (ESD) generated from dust’s electrical conductivity. Dust accumulation grows exponentially, since the accumulated dust creates new static surfaces and blockades for new dust to cling to.

Without decontamination of dust particles from within interior of computer equipment, the static discharge generated from dust particulates can cause critical damage to the internal components.

Data Centre Cleaning Service

Throughout our 20 years of service, 1st Compucare have provided deep cleaning of data centre environments belonging to the most prestigious organisations. We have achieved recognition as a trusted partner for specialised deep cleaning and decontamination. Our team of highly trained, qualified and fully security cleared technicians understand the healthcare checks and decontamination processes needed to ensure the optimum performance for your data centres.

Why do you Need to Decontaminate your Data Centre Environment?

Data centres are designed to host sensitive IT equipment which forms the backbone of organisations infrastructure. As a result, any unscheduled downtime has the potential to cause major disruption to a company's systems and operations, not to mention the potential for lost revenue. It is therefore vital to maximise availability, minimise downtime and avoid the risk of invalidating hardware warranties—making data centre cleaning a must for any conscientious organisation.

Contamination within data centres builds up from internal and external sources. Left unchecked contamination will at a minimum cause equipment to retain heat and at worse, cause equipment to fail. In addition, power requirements will increase as hardware works harder to keep it's environment cool a key issue within data centres.

Energy Wastage

Contaminants building up on electronic circuit boards can easily act as a thermal insulating layer. This can cause electronics to retain excess heat, causing the system fans to operate at a faster rotation per minute in order to keep the equipment below its operating temperature limit. Over heating of equipment and cooling effectiveness can be lost if heat sinks, intake and outlet vents or the fans themselves become clogged with particulate matter.



In addition to the likelihood of intermittent or permanent malfunctions, this scenario can create an increased demand for power, resulting in wasted energy and excess CO emissions. The implications this would cause for a data centre, containing many thousands of servers, is potentially very significant.

Decontamination of data centre rooms ultimately reduces the risk of wasted energy consumption, proving that contamination management can have a significant impact on power and cooling costs.

Zinc Whiskers

Zinc whiskers are minute filaments, which occur on metal surfaces galvanized with zinc and will inevitably cause permanent damage to hardware if left untreated. They occur due to the galvanised zinc overlay expanding outwards to relieve the stress induced by those walking above the tiles.



The filaments often become dislodged due to people walking above causing them to become airborne and blown up through ventilation systems into data centre room environments.

Once in airborne zinc whiskers are able to work their way into the innermost micro components of data centre equipment and server rack mounts, causing short circuits and uncontrolled system resets.

Frustratingly, these shorts can be ongoing and intermittent, so diagnosing the cause of equipment malfunction can range from difficult to impossible. Other components commonly affected by zinc whiskers are drives and power supplies.

Zinc whisker remediation significantly reduces the threat of irreversible damages and server downtime to data centre equipment. Zinc whiskers can also accumulate within data cabinets, due to friction caused by regular upgrades and maintenance.

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Access Floor Cleaning



Access floor panels are intended to provide an electrical conductive path to the ground, so that residual static electricity produced by computer equipment is effectively extracted from the environment, as to prevent electronic static discharge.

The obvious benefit to raised access floor cleaning is that it ensures raised floor panels look aesthetically pleasing, however more importantly it ensures that flooring tiles are able to effectively dissipate static build up generated by data centre cabinets and rack mounts. Debris that has settled on top of raised flooring, drastically impedes the floors anti-static properties, our service neutralises all debris making sure that raised flooring tiles have their desired effect.

Our service team are able to treat a variety of floor types, including high pressure laminate flooring, direct pressure laminate flooring, vinyl composition tiles and carpeted floor surfaces. Abrasion to floor surfaces, such as chipping and general wear can also diminish floors anti-static properties, 1st Compucare can resurface the flooring if required.

Data Centre Cabinet Cleaning



Properly scheduled professional cleaning of your data communication cabinets and server rack mounts, will help prevent data loss and hardware failure. All members of our service team, wear anti-static wristbands as to ensure that they're fully grounded, avoiding the occurrence of electronic static discharge. Internal cleaning of server rack mounts can be conducted upon request, ensuring fans are free from contaminants, preventing dust and debris from disrupting air circulation and causing equipment to over heat. Anti-static solutions are applied to the server rack mounts and data cabinets ensuring that they're free from hazardous contaminants.

Under Floor Plenum Cleaning



The purpose of the under floor plenum, is to provide a passage in which a cool and clean flow of conditioned air can be dispersed upwards into data centre rooms through diffuser tiles, blowers or ducts directed at specific equipment. Due to the fact raised flooring tiles are rarely detached after being installed, the air plenum is seldom ever cleaned, which inevitably causes particles of dust and debris to accumulate.

The build up of dust and debris contaminates the air inside the floor plenum, this contaminated air is then blown upwards through air ducts and into data room and equipment cabinets. Once inside the data room facility, the contaminated air clogs cooling fans and causes equipment to overheat, this in turn increases power consumption and risk of fire.1st Compucare's under floor cleaning service tackles the problem at the source, eradicating all dust and debris by means of HEPA filtered vacuum cleaners, which filter the to air .3 microns thus expelling all hazardous contaminants from the environment.

Ceiling Cleaning

Ceiling cleaning is an imperative aspect of a comprehensive data centre or server room maintenance program, it's important that no hazardous particulates enter facilities and potentially damage equipment. Ceiling cleaning involves vacuuming above dropped ceiling panels, by utilising HEPA filtered vacuums to eradicate all particles of hazardous dust and debris trapped within the ceiling plenum. All over head cable trays and pipes present within the plenum are also vacuumed and wiped clean with COSHH approved anti static solutions.

Summary

Scheduled cleaning of your data centre environment will help prevent data loss, wasted energy, and hardware failure caused by dust and static electricity. 1st Compucare provides a comprehensive and safe specialist service day or night seven days a week to enable uninterrupted operation of your business at a time to suit you.

After surveying and consulting with you, we will develop a structured cleaning protection schedule for your entire data centre including sub floor and ceiling voids. This can be daily, weekly, monthly, quarterly, six monthly, and annually. All services are conducted and fully supervised by qualified engineers ensuring complete decontamination and utmost professionalism in all cleaning procedures.

Ultimately hiring our specialist data centre cleaning service will reduce long term maintenance costs of data centre equipment and increase the longevity of hardware.

Do your telephones harbour more microbes than a toilet seat?

Do your keyboards and telephones harbour more dangerous micro organisms than a typical toilet seat?

According to research conducted by the university of Arizona, the average office desktop holds 20,961 dangerous microbes per square inch, the key offenders being telephones that can hold up to 25,127 psi and keyboards that hold 3,295. By contrast toilet seats typically hold up to 49 microbes per square inch, this is due to them being easier to clean. Dangerous viral microbes such as MRSA, E-Coli, C-Difficile, Hepatitis A, B, C, swine and bird flu have all been found present in IT equipment used in offices nationwide.

How do your keyboard and telephones become infected?

The superhighways for bacteria are hands and the surfaces we touch, contagious viruses are often directly transferred from the unclean hands of staff, to the IT equipment that they use on a daily basis. If preventative IT cleaning is not undertaken, viral microbes will rapidly spread amongst staff, upon contact with the infected equipment.

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What are the consequences if IT equipment is left unclean?

Failure to enlist a routine IT cleaning service, allows for viral microbial life to reproduce. IT equipment that is contaminated with high levels of dangerous microbes, leaves employees at high risk of catching a viral infection and in turn causes a high rate of staff absenteeism, especially during the cold and flu season.

Can you afford to have staff absent?

According to the office for national statistics in 2011 alone, 131 million work days were lost due to preventable minor illnesses such as coughs, colds and flu. Staff absence from the workplace has a direct impact on the profitability of your business. Causing loss of productivity due to lack of staff present, cost of temporary replacement staff and requirement to pay statutory sick pay to absentees.

What can be done to decrease staff absenteeism and save money?

1st Compucare ' s specialist service team provide comprehensive cleaning of IT equipment by employing use of COSHH approved anti bacterial agents, which are formulated to completely eliminate viral microbes and spores; ensuring equipment such as telephones and keyboards are sterile and freshly scented. Optimal hygiene of equipment ensures the health and well being of your staff members and prolongs the longevity of equipment. Ultimately hiring our specialist IT hygienist services, results in decreased expenditure on staff absenteeism and increased net profit for your business.

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How does your data centre become contaminated?

Contaminants enter the data centre through air conditioning units, under floor/ceiling voids, open doors, clothes and foreign items brought into the room. Operations such as maintenance of data centre equipment, transportation of plastic/wooden pallets/cardboard boxes, lifting access floor panels and ceiling tiles can also potentially cause particulate matter to become airborne, leaving data centre equipment vulnerable to contamination through gravity, diffusion or electrostatic attraction.

Under floor and ceiling voids are a major cause of the distribution of air borne particulate matter within data centre environments, without specialist cleaning these areas accumulate dust, debris and zinc whiskers which are dispersed into the environment through air ducts.

What are the consequences if failing to enlist Data Centre Cleaning services?

Data centre contamination increases the risk of expensive downtime and damages to your data centre environment due to air borne particulate matter carried through environment. Particulate matter typically coats the surface of electro-static conductive access flooring and data cabinets, impeding their ability to dissipate static which effectively causes data centre equipment to be susceptible to permanent damage caused by electrical static discharge.

Air borne particles can infiltrate data communication cabinets, causing internal system fans to become clogged with dust and debris, impairing their ability to sufficiently cool equipment and consequently causing increased heat retention. This forces internal fans to work harder to keep equipment within operating temperatures, increasing power consumption to 2% or more, as well as potentially reducing the longevity of equipment and causing hardware failure due to overheating.

Particulate matter poses a threat to sensitive equipment within data cabinets, particulates such as zinc whiskers can bridge between conductive tracks within electronics equipment, causing further short circuits and hardware failures.

Can you afford Damages and Downtime to your Data Centre Environment?

Left unchecked contamination will at a minimum cause equipment to retain heat and at worse, cause permanent damage to equipment. 1st Compucare ' s specialist service team will execute preventative measures in order to ensure complete decontamination of your data centre environment, averting the many hazardous effects caused by contamination of particulate matter for your data room environment.

Ultimately the cost of our specialist services are incremental when compared to the massive savings your business will make on equipment repair, replacements and disaster recovery as a result of decontamination of your data centre environment. This is why it ' s imperative to employ our specialist service on a regular basis as to ensure that optimal operation and performance of your data centre environment is maintained.



Mission statement : Creating cleaner environments in the pursuit of excellence.